

**UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF NORTH CAROLINA
PROBATION OFFICE**

GREG FOREST
Chief United States Probation Officer

200 S. College St., Suite 1650
Charlotte, NC 28202
Telephone (704) 350-7601



JOB OPPORTUNITY

Announcement Number:	#07-02
Position Title:	Automation Support Specialist
Salary Range:	CL25 (Salary Range \$34,972 to \$56,870) Depending Upon Qualifications and Experience
Position Location:	Charlotte, NC
Who Can Apply:	Open to All Qualified Sources
Open Date:	May 29, 2007
Closing Date:	June 11, 2007

REPRESENTATIVE DUTIES:

Responds to inquiries concerning systems operation and diagnoses system hardware, software and operator problems.

1. Instructs users in use of equipment, software, WordPerfect, Lotus Notes, Excel and Microsoft Office Suite and manuals.
2. Recommends or performs minor remedial actions to correct problems.
3. Performs routine trouble shooting to correct customers' problem and follows up until solution is found.
4. Provides updates, status and completion information to manager, problem request tracking system and/or users using voice mail, e-mail or in-person communication.

5. Refers major hardware problems to appropriate IT staff for correction.
6. Inspects personal computer equipment; prepares computer for delivery.
7. Loads or assists in installation of hardware and peripheral components such as monitors, keyboards, printers, disk drives and scanners.
8. Loads specified software packages such as operating systems, word processing or spreadsheet programs; verifies correct system operation.
9. Provides Blackberry support and first level network assistance to all staff.
10. Performs other duties as assigned.

JOB REQUIREMENTS:

Thorough knowledge of computer processes and capabilities including desktop operating systems and common desktop applications. Good knowledge of word processing software and ability to adapt it to local needs. Ability to communicate with, train and/or instruct court staff. Ability to perform routine hardware maintenance and troubleshooting. Travel to divisional offices and employees' homes for automation support will be required. Some heavy lifting of computer and related equipment is required.

QUALIFICATIONS:

A candidate must possess excellent communication, organization and computer skills, and have the ability to work independently, learn regulations and procedures and be detail oriented. The successful candidate will possess excellent customer service skills, professional demeanor, ability to interact with a wide variety of people tactfully and courteously, strong verbal and written communication skills, ability to exercise sound independent judgment and excellent organizational and time management skills. Applicants must be a high school graduate or equivalent, and possess two years of specialized experience, which indicates an understanding of the knowledge and skills needed to perform the duties of this position. Applicant must be citizen of the United States or eligible to work in the U.S.

EMPLOYEE BENEFITS:

Full-time employees of the United States Probation Office are eligible for retirement benefits, and accrue 13-26 days of annual leave per annum, based on years of service, and 13 days sick leave per annum, flexible benefits program, portable retirement plan with matching contributions and a professional work environment. Newly appointed employees serve a one year probationary period. The United States Probation Office for the Western District of North Carolina currently offers a flexible work schedule program and an annual employee awards program.

HOW TO APPLY:

To be considered for this position, applicants must submit the following:

- ▶ A cover letter
- ▶ Resume
- ▶ Written response to the Quality Ranking Factor
- ▶ AO-78, Application for Judicial Employment (can be downloaded from www.ncwp.uscourts.gov)

Failure to submit the cover letter, resume, response to the Quality Ranking Factor, and the AO-78 will result in immediate disqualification. Applications must be postmarked no later than June 11, 2007. Application materials must be sent to the attention of:

U.S. Probation Office
ATTN: Personnel Specialist
200 S. College Street
Suite 1650
Charlotte, NC 28202

QUALITY RANKING FACTOR:

Applicants must submit a narrative statement on a paper separate from the cover letter, addressing the factor listed below. Please state the Quality Ranking Factor, followed by your response. **(Mandatory)**

Describe your qualifications, skills and abilities relevant to the position of Automation Support Specialist.

Candidates selected for interviews will be subject to proficiency testing. Employment is subject to an initial background check and verification of information supplied and is provisional pending the satisfactory result of a subsequent comprehensive background investigation. Participation in the interview process is at the applicant's own expense. Relocation expenses will not be provided. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay. Final applicants will be required to submit certified academic transcripts.

The Probation Office reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification within a reasonable time of the original announcement, the Probation Chief may elect to select a candidate from the applicants who responded to the original announcement without posting the position.

The U.S. Probation Office for the Western District of North Carolina is an Equal Opportunity Employer & values diversity in the workplace.